Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
	Low	**Medium**	**FCR Total**
Alcoholic Beverage Control	81 48	3 1	84 49
Customer Company Total	81 48	3 1	84 49

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Alcoholic Beverage Control	81 0	3 0	84 0
Customer Company Total	81 0	3 0	84 0

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	Medium	ATTIR Total
Alcoholic Beverage Control	81 0.02	3 0.17	84 0.03
Customer Company Total	81 0.02	3 0.17	84 0.03

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | **Top Number - Total Incidents** | | |
| | **Bottom Number - Missed Resolution** | | |
Customer Company	**Low**	**Medium**	**MR Total**
Alcoholic Beverage Control	81 0	3 0	84 0
Customer Company Total	81 0	3 0	84 0

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Alcoholic Beverage Control	81 0.11	3 0.17	84 0.11
Customer Company Total	81 0.11	3 0.17	84 0.11

Alcoholic Beverage Control

Detail

INC000000289086	Liquor Store 12	Application	Error	Escalate Retail (ERP)		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000289087	Liquor Store 44	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000289088	Liquor Store 24	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000289260	Robert Southworth	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.07
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.26
INC000000290094	Liquor Store 33	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000290162	Vera D Pitt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.44
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000291198	Liquor Store 24	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291199	Liquor Store 29	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291204	Liquor Store 01	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291206	Liquor Store 24	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291518	Liquor Store 06	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291522	Liquor Store 25	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291530	Liquor Store 24	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291543	Liquor Store 25	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291830	Liquor Store 44	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292154	Liquor Store 10	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000292158	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292162	Liquor Store 35	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000292191	Liquor Store 29	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292490	Charlotte Evans	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292501	Liquor Store 29	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292545	Earl F Dorius	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000292669	Liquor Store 24	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292770	Liquor Store 39	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292997	Liquor Store 43	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292999	Liquor Store 39	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293161	Liquor Store 15	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293162	Liquor Store 18	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293163	Liquor Store 05	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293164	Liquor Store 15	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293165	Liquor Store 13	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293166	Liquor Store 06	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293168	Liquor Store 27	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

Incident	Location	Category	Type	System		Assignment / Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000293170	Liquor Store 13	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293174	Liquor Store 39	EIS Hardware	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293188	Liquor Store 45	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293190	Liquor Store 45	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293193	Liquor Store 05	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293195	Liquor Store 09	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293196	Liquor Store 39	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293197	Liquor Store 44	EIS Hardware	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293199	Liquor Store 03	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293257	Liquor Store 36	PC/Laptop	Hardware	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293266	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.05
INC000000293840	Liquor Store 03	PC/Laptop	Error	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293847	Liquor Store 33	Print/Copy/Scan/Fax	Paper Jam	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000293852	Liquor Store 31	None	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000294216	Liquor Store 01	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000294340	Liquor Store 38	Application	Error	Surveillix Surveillance Systems				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00
INC000000294379	Liquor Store 16	Application	Error	Triversity Point-of-Sale				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Closed	TTR Missed: No		TTR:	0.00

Alcoholic Beverage Control

INC000000294387	Liquor Store 45	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297230	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297233	Liquor Store 07	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000298002	Marjean Short	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.67
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	5.54
INC000000298366	Liquor Store 22	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298889	Liquor Store 01	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299109	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299586	Robert Southworth	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.50
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000299922	Liquor Store 09	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300298	Liquor Store 43	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000300346	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300458	Liquor Store 24	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000301256	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301784	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301803	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301808	Liquor Store 10	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302104	Liquor Store 35	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.52
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.52

Alcoholic Beverage Control

| INC000000302159 | Rae C Jordison | Application | Error | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.09 |
| | Metro D Desktop Support | Scott Hulse | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 1.47 |

| INC000000302240 | Liquor Store 19 | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Rod Tucker | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302365 | Doug Murakami | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Rod Tucker | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302374 | Liquor Store 43 | Application | Error | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302377 | Liquor Store 05 | Application | Error | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302379 | Liquor Store 31 | Application | Error | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302382 | Liquor Store 03 | Application | Reporting | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302385 | Liquor Store 38 | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302392 | Liquor Store 40 | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302395 | Liquor Store 29 | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302418 | Liquor Store 36 | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302421 | Liquor Store 19 | Application | Error | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302426 | Liquor Store 09 | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302435 | Liquor Store 15 | Application | Reporting | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302764 | Liquor Store 29 | Application | Error | Triversity Point-of-Sale | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000302774 | Lynn Sugden | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303410 | Liquor Store 10 | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Greg Clawson | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.00 |